



Coronavirus (COVID-19)

Briefing

Date	Friday 25 June 2021
Purpose of briefing	The purpose of this briefing is to provide an update on how Glasgow City Health and Social Care Partnership (HSCP) is managing and responding to the impact of Coronavirus (COVID-19) on its health and social care services in Glasgow, as well as work that is being progressed around the recovery / renewal of services.
Links	<p>If you would like to view a particular service update, then click on its hyperlink:</p> <ul style="list-style-type: none"> • Primary Care & Early Intervention Services incl. Health Improvement • Children's Services • Adult Services • Public Protection & Complex Needs Services incl. Community Justice & Homelessness • Older People's Services • Carers Services • Operational Care Services incl. Commissioning • Resources
Background	Throughout the COVID-19 pandemic, the HSCP has had business continuity planning and governance arrangements in place to manage and respond to the impact of COVID-19 on its services and the health and social care needs of the City, as well as to plan for the recovery / renewal of services. This has been led and supported by the HSCP's Executive Group, which consists of the HSCP's most senior managers, and the HSCP continues to liaise and work in partnership with staff Trade Unions and NHS Staff Side. The HSCP also continues to link in with Glasgow City Council and NHS Greater Glasgow and Clyde planning structures.

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An updated list of open buildings and services across the HSCP is available on the HSCP's website at:

www.glasgowcity.hscp.scot/covid-19-hscp-update

Primary Care & Early Intervention Services incl. Health Improvement

- Primary Care Improvement Plan (PCIP): workstreams have been re-established for our Primary Care Improvement Plan and the implementation of major changes in general practice is continuing. Regular bulletins and additional information are available on our HSCP's website at our [Primary Care and Improvement Plan page](#).
- Survey of GPs / Practices: following feedback from the recent Listening and Learning drop-in sessions and discussions with General Practice colleagues, we have now surveyed practices with the aim of finding out about the workload they are carrying, the strategies they have used to address this, the impact of the pandemic on their wellbeing and how they see their ways of working changing in the coming months. The responses we have received indicate that for many practices, workload has increased considerably by comparison with pre-pandemic, and that there are a number of causes for this. Positive news is that practices have adapted the way they work and this is helping them to cope with the increased workload. Less positively, there were many comments about higher numbers of abusive calls or conversations with patients, and these incidents were cited as one of the causes of low morale for practice teams. We are working to identify actions to support practices and address some of the issues that have been raised.
- Practice Manager Collaboration and Sharing Group: this has grown from discussions at the Listen and Learn sessions and will contribute to our actions following the survey described above. It is a Community of Practice, co-developed by practice managers and HSCP staff, and will focus on how practices are facing their challenges and the sharing of good practice. The sessions will be monthly and there is an open invitation to managers and assistant practice managers to drop in to any of the sessions to discuss burning topics and share solutions and ideas.
- Vaccination Programmes: the provision of vaccinations for both flu and COVID-19 has been a huge challenge over recent months and thanks are due to all the HSCP and practice staff who have made the vaccination programmes a success. In the coming weeks and months, a new team will be set up to lead on the delivery of the vaccination programmes for the city. This will enable a large number of staff who have stepped up to enable vaccine delivery to focus once again on other aspects of their roles.

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Children's Services	<ul style="list-style-type: none">• Home visits / contacts continue to support children, young people and families in distress.• Following approval of the proposal for the additional Scottish Government mental health funding by the Integration Joint Board (IJB), work is underway to develop additional and expanded mental health supports for children and young people, taking into consideration the impact of the pandemic and the need for community supports.• Glasgow City has drafted a Promise Action Plan to support staff, stakeholders and partners to #KeepThePromise.• Work is continuing to develop a vision for Children's Services that reflects the principles of GIRFEC, the Promise, the incorporation of UNCRC into legislation and the Christie Commission's report into public services. The next step will be to involve children, young people and families in creating a vision which makes sense to them #KeepthePromise.• The Glasgow Intensive Family Support Service continues to work to support families with young people who are at risk of being accommodated, working during the evening and at weekends, in order to address families' needs at the times they most need support #KeepthePromise.• Children's Services teams are working with colleagues in other services (Adults and Older People's Services) to integrate the learning emerging from the transformational change programmes across the HSCP.• Children's Services teams have been involved in discussions about the new Health and Social Care Hub in Parkhead and will be involved in developing a change strategy for the Hub to strengthen joint working across Health Visiting, Social Work and Specialist Children's Services teams, and to maximise the opportunities for providing seamless support to families from co-located teams.• Work is continuing to develop capacity for implementing sustainable improvements in Children's Services, focusing on strengths-based and trauma informed practice, and working alongside families and viewing families as experts in their own lives. <p style="text-align: right;">Back to top</p>
Adult Services	<ul style="list-style-type: none">• Recovery planning is progressing within Adult Services in line with the HSCP's recovery governance arrangements. As part of this work, proposals are being finalised for the re-opening of building-based Day Services for people with a learning disability. The Day Service buildings, at Carlton and Riddrie, are likely to re-open on a staged basis, initially with one building opening in the coming weeks. Based on current physical distancing requirements, capacity will not

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	<p>be able to return to pre-COVID-19 levels at this point in time and therefore priority will be given to those service users who have higher levels of need. However, our staff will also be maintaining a community outreach service to ensure people have access to other day opportunities.</p> <ul style="list-style-type: none">• The recovery plan for our Central Review Team (CRT) was approved on 27 May 2021. As such, CRT staff are now able to offer service users and carers the option of a home and / or service visit for the review of their care plan. This is in line with the recent move of Glasgow City into Level 2 status. Prior to this, the CRT was only undertaking reviews remotely via MS teams or telephone. All home visits will be carried out in a safe way, in line with the agreed Home Visit Protocol.• In line with previous communications, Lateral Flow Testing (LFT) kits are available for HSCP staff. We very much appreciate the efforts of staff who are participating in lateral flow testing and encourage eligible staff who have not yet participated to speak with their line manager about how to access a testing kit and the supporting guidance. <p style="text-align: right;">Back to top</p>
<p>Public Protection & Complex Needs Services incl. Community Justice and Homelessness</p>	<ul style="list-style-type: none">• Justice Services (Centre): Multi-Agency Public Protection Arrangements (MAPPA) continues to operate successfully over Microsoft Teams. The Youth Court commenced last week and a steering group will be set up to support the Court during its first year. The Drug Court is now up and running with courts sitting on a Tuesday and Thursday. The team has highlighted that service users / patients are presenting with significant mental health issues which required crisis intervention. There has also been a number of relapses requiring revised treatment plans for service users / patients. The team believe this is connected to the pressures brought about by COVID-19. Clyde Quay staff have been briefed about the Care Inspectorate Throughcare Thematic Review of Recall and Breach and a staff survey has been issued. Clyde Quay groupwork is now up and running and the waiting list reprioritised in line with length of order and risk. COP26 planning is still underway and a review is being carried out on the impact this will have on service delivery. Recruitment is underway for Youth Court and Diversion from Prosecution team.• Community Justice (Citywide): Unpaid Work – no change to placements and continue to explore other activity opportunities. Caledonia groupwork progressing well and now has a waiting list implemented. Trauma Informed Leadership Workshop was well received and learning is being taken forward into the team. Recruitment still ongoing.

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	<ul style="list-style-type: none">• Homeless Health Outreach Service (Hunter Street): discussions have started around providing second vaccine dose to service users / patients.• Residential / Women's Services: Citizen's Advice (CAB) surgeries started within each service. Services continue to link in weekly and monthly with the Care Inspectorate. Improvement work on Elder Street is due to start soon.• Emergency Social Work Services and Social Care Direct: recruitment for staff at Social Care Direct will begin soon, along with recruitment for Appropriate Adults.• Temporary Accommodation (Homelessness): demand remains high for emergency accommodation, and service continues to meet demand with no HL3 breaches being recorded. <p style="text-align: right;">Back to top</p>
Older People's Services	<ul style="list-style-type: none">• To reach people who struggle to get to other vaccination centres, the Scottish Ambulance Service, in partnership with NHS Greater Glasgow and Clyde, have been running drop-in vaccination clinics from a specially adapted bus. The drop-in clinics can vaccinate about 250 people per day. They are currently only providing the AstraZeneca vaccine and are for:<ul style="list-style-type: none">o First dose - those over 40 who have not had a first dose of the vaccineo Second dose - those over 40 who have had a first dose of AstraZeneca at least 8 weeks ago (the staff will be able to check if you do not know what vaccine you received or when).The vaccination bus was recently situated at Possilpark Health and Care Centre and was a great success, and was well attended by the local community. Contact NHS Inform for more information about getting your own vaccine.• COVID-19 Vaccination of Patients at Home: Older People and Primary Care Services are continuing to lead the programme to vaccinate patients at home. The District Nurse Team Leaders and Business Support Staff supported by colleagues from Barr Street, and staff from a variety of community services are vaccinating patients with second doses and also new patients with their first dose. <p style="text-align: right;">Back to top</p>
Carers Services	<ul style="list-style-type: none">• The theme of Carers Week 2021 was making carers more visible and valued. To celebrate Carers Week, Glasgow Local Carers Centres organised a calendar of events for unpaid carers.• The HSCP Carer Partnership Services Annual Report 2020-21 is now available.

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	<ul style="list-style-type: none">• Glasgow City HSCP workforce plays a key role in identifying, involving and supporting unpaid carers.• Carers Scotland Act 2016 briefings are available for Older People Primary Care Teams.• According to a Carers Trust Survey in 2020, 40% of young carers and 59% of young adult carers say their mental health is worse since the COVID-19 pandemic. Glasgow Carers Partnership offers support and information to young carers and their families.• Adult and Young Carers can be signposted for support and information by completing the online carer self-referral or contacting the Carers Information Line 0141 353 6504.• Please bookmark Your Support Your Way Glasgow 'Are You Looking After Someone' for information about carers. <p style="text-align: right;">Back to top</p>
<p>Operational Care Services incl. Commissioning</p>	<ul style="list-style-type: none">• The HSCP's five residential care homes in the city remain stable and are relishing seeing families and visitors return both indoors and outdoors. Families are very keen to take up the opportunity to see relatives but remain cautious, and are fully engaging in the testing requirements for visiting indoors. Hairdressing and pastoral visits have also resumed in our homes and the care homes continue to follow a detailed road map that has a risk assessment focus to delivering safe care while recognising the guidance on Open with Care issued by the Scottish Government.• The HSCP is developing detailed plans to re-open Day Care Services in the city; these services have been closed since March 2020. The plan is to implement a phased return to building based services in August 2021. This will require significant planning and consultation with staff, Trade Unions and our service users and families. Over the last 16 months, the services have remained in close contact with service users and families and we anticipate a significant number of service users will return in August although a number are in the shielding category and they may have to be supported with an outreach model.• Recruitment in the coming months will be critical to maintaining services. A number of staff from Day Care have been working throughout the last 16 months in our residential units and their return to Day Care will have to be planned to prevent any impact on the staffing levels within the care homes. The service will be focusing on a significant increase in recruitment.• Home Care Services are delivering a consistent level of service and have, once again, undertaken over 89,000 visits this week, sustaining delivery of care and support to approximately 4,600 service users. Community Alarm

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	<p>Services has been supporting 9,500 service users, responding to those at risk and who need support.</p> <ul style="list-style-type: none">• Care Services continue to ensure staff are informed and supported to remain vigilant with testing, vaccinations, PPE, physical distancing and all protective measures to ensure that despite some easing of restrictions we continue to drive down community transmission.• Care Services are performing a debrief on the vaccination role out process to ensure that processes are slick and refined for new staff joining the service and to prepare for any further similar exercises.• Care Services are reviewing some of the feedback from the Organisational Development led sessions with frontline staff to establish a Health and Wellbeing forum to further engage with all staff across all areas of business. They will also manage the development of an action plan and delivery to address some of the areas for improvement identified.• Care Services are reviewing and planning business continuity processes for possible disruption to services during the UEFA Euro 2020 Championship activities and the future COP26 Summit which will be hosted in Glasgow.• Care Services are working closely with Community Engagement officers to consider effective, creative ways of capturing service user and staff feedback.• Commissioning continues to work alongside all partner providers with on-site meetings and service visits being reintroduced.• Key areas remain in supporting information about changing legislation and guidance, for example 'Open with Care', also supporting on-going testing and vaccination pathways.• Strong multi-agency working supports all of our work with commissioned services.• Webinar sessions continue to support our commissioning staff and partner providers. <p style="text-align: right;">Back to top</p>
Resources	<ul style="list-style-type: none">• The Social Care PPE Hub continues to provide PPE to all Glasgow City social care services, private and Local Authority, carers – paid and unpaid and personal assistants.• The Hub has also commenced the distribution of the Lateral Flow Testing (LFT) kits to all eligible HSCP staff, Personal Assistants, Adult Day Services and Housing Support across the city.• EquipU Services continue to offer full service delivery to all partners.• Ongoing review of financial support to providers during COVID-19 pandemic being undertaken with colleagues in Commissioning.

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- Communications support continues to be provided for the HSCP's COVID-19 service contingency and recovery planning arrangements, including regular briefings and personal video messages from the HSCP's Senior Management Team. Up-to-date [HSCP COVID-19 communications](#) are available on the HSCP's website.

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For the most up to date advice and guidance on COVID-19 visit:

www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19

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